

## **CALNET II RFP DGS-2053**

### **Question and Answer Set #21**

**February 23, 2006**

95. Reference Section 6.2.24.1 Public Website, Bullet # 1 reads: A list of all products and services with descriptions, availability and unique identifier, including features. Please describe what you mean by availability?

**Availability is intended to demonstrate where services are available and limitation or restrictions exist; i.e. service available statewide, or by geographic locations (city, county, LATA, or restricted by Central Office or switch type or software configuration), etc.**

96. Reference Section 6.2.24.1 Public Website, Bullet # 8 - Explain what "News" means. What is DTS asking for?

**General information; i.e. industry news of interest, company reconfiguration/consolidation, name changes (DBA), highlighted new contract service offerings, regulatory information of interest etc....information that would be of general interest to the customers.**

97. Reference Section 6.2.18.1.2 Contractors General Responsibilities, how will DTS provide the Contractor with ATR updates? What is the frequency? What will the ATR authority be for ordering, billing, payments?

**The ATR list is currently available on the DTS Web-page and revised daily. Any recommended changes to the process may be discussed and mutually agreed to.**

**ATR's are individuals selected to act on their agency's behalf. A form is signed documenting that authority and provided to the State. The State uses the document to update the ATR list. To DTS's knowledge, there are no limiting authorities. If authority should be in question for a specific service and/or project, the Contractor would have to authenticate authority with the Customer agency.**

98. Reference Section 6.2.24.2 Private Website, what performance reports does DTS expect to see on the website?

**This question will be addressed in a future addendum.**

99. Reference Section 6.2.24.2 Private Website, what users are authorized to view the IPR? Will it be the ATRs, end-users, and/or DTS?

**The Private Web-site is restricted to DTS/STND staff. The State reserves the right to provide access to some customers on a limited basis, for specific purpose, if business requirements dictate.**

100. Reference Section 6.2.18.4 Provisioning and Implementation Requirements, Bullet #6, please clarify the method the Contractor should use to communicate the status of a service request.

**The State is not dictating how the vendor should communicate acknowledgement of receipt of a valid customer's service request.**

101. Reference Section 6.2.18.4 Provisioning and Implementation Requirements, Bullet #7, please clarify the method the Contractor should use to communicate the progress of a service request.

**The State is not dictating how the vendor should communicate the progress of a customer's service request.**

102. Reference Section 6.2.24.4 Service Provisioning, Tracking and Inventory System, Bullet #3, explain reference to additional DTS/ONS approved ordering systems.

**This requirement will be removed in a future addendum.**

103. Reference Section 6.2.19.1.7 Invoice Content Requirements, Bullet #10, what does DTS mean by "cross-reference detail (when applicable)"?

**For example, if a vendor is billing for a service such as Frame Relay and the circuit charge comes on a different invoice than the port charge, there needs to be cross-reference data on the invoice. The circuit invoice needs to reference the port and the port invoice needs to reference the circuit. Another cross-reference option would be the Service Request # or the Purchase Order Number, which is also a mandatory invoice requirement.**

104. Reference Section 6.2.19.1.8 General Invoice System Requirements, in question number 51 of Q & A Set #15 (dated 10/12/05), DTS responded that the 1/31 billing pro-ration would be changed to 1/30 in a future addendum. As of addendum 20, the requirement still says 1/31? Does DTS still intend to change this?

**Yes. A future addendum will reflect the changes in Modules 2, 3 & 4. Module 1 already reflects the change.**

105. Reference Section 6.2.19.6 CALSTARS, Transmission, Bullet #2, clarify why the Contractor will need a user ID and password. Will the Contractor be accessing a State system?

**CALSTARS is the State Accounting System. You will need a user ID and password for access into the system in order to be able to transfer the requested data.**

106. Reference Section 6.2.23.2.4 Trouble Ticket/SLA Credits Fiscal Report, Bullet #7, what data does DTS expect for "billing number"?

**The requirement for a "billing number", as well as some of the other required items, is going to be removed in a future addendum.**

107. Reference Section 6.2.24.3 Customer Trouble Ticket Reporting and Tracking System, in the 1st paragraph, please explain what DTS is asking for in this requirement: "A separate ticket shall be opened for phone number, or service."

**This requirement will be removed in a future addendum.**

108. Reference Section 6.2.19.4.2 Contractor Invoice Audit Responsibility, in the 1st paragraph, what is DTS' expectation for issue/action logs? Is there a defined format or frequency, and delivery method?

**When the vendor is performing an audit requested by DTS on CALNET II invoices, DTS/STND would like to see logs of the different issues or discrepancies that were discovered and a log of the action(s) that will be taken to resolve the issues or discrepancies. This type of audit will only be requested if the State finds that there are a significant amount of errors in the CALNET II invoicing.**

109. Is the state open to having one portal for multiple modules won by the same Contractor?

**This answer assumes that "having one portal for multiple modules" may mean the sharing of specific Back Office functions such as billing, trouble reporting, and so on, between modules. If so, the State does not object to this approach, provided, as required in RFP Section 4.5.5.24, Sharing of Key Personnel and Resources, the Contractor clearly demonstrates how contract integrity would be maintained between modules.**

110. For Module 3, please explain the multiple approval process to purchase services?

**Please clarify your question and identify the RFP section to which you are referring.**